

# Service Standards & Supplier Information

MEDO Services Ltd (trading as MEDO Productions)

*Registered in England & Wales · Company No. 15201401 · VAT No. 498208353*

MEDO Productions is a London-based audio-visual production company specialising in corporate live events, hybrid and virtual productions, live streaming, and broadcast. We deliver end-to-end AV production for corporate clients, agencies, and institutions, with a commitment to premium quality and zero-failure delivery.

The following information is provided for supplier onboarding, procurement reference, and client due diligence purposes. Our full Terms & Conditions are provided with every quotation and available on request.

## Insurance

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MEDO Productions maintains the following insurance coverage:

- Public Liability Insurance: £5,000,000
- Professional Indemnity Insurance: £1,000,000
- Equipment insurance for all MEDO Productions-owned equipment operated by our team

Certificates of insurance are available upon request for supplier onboarding purposes.

Where clients require dry hire of equipment without a MEDO Productions operator, or where the client assumes responsibility for venue management, logistics, or third-party personnel, the client is advised to hold appropriate public liability and equipment insurance.

## Intellectual Property & Deliverables

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MEDO Productions is committed to clear and transparent intellectual property arrangements:

- All final edited deliverables (video, recordings, edited content) become the property of the client upon receipt of payment in full.
- MEDO Productions retains ownership of raw footage, proprietary templates, and any pre-existing intellectual property used in the production process.
- Unless otherwise agreed in writing, MEDO Productions may use non-sensitive footage or images from events for portfolio and promotional purposes. This permission is revocable at any time upon written request and will not be used in any manner that could misrepresent the client.

## Confidentiality

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MEDO Productions treats all client information with the strictest confidence. We operate on a mutual basis: any sensitive business, operational, or technical information shared by either party in connection with a project will not be disclosed to any third party without prior written consent, except where required by law.

This commitment covers event content, strategic communications, internal presentations, financial information, and any other material reasonably considered confidential. Our confidentiality obligations continue beyond the conclusion of each engagement.

## Data Protection & UK GDPR

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MEDO Productions is committed to full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- Personal data relating to client personnel and event attendees is processed only to the extent necessary for delivery of the agreed services.
- Appropriate technical and organisational security measures are in place to protect personal data against unauthorised access, loss, or disclosure.
- Where services involve the recording, live streaming, or broadcasting of individuals, clients are responsible for obtaining the necessary consents from those individuals in advance of the event.

Any queries regarding data handling or requests under applicable data protection legislation should be directed to: [info@medoproductions.com](mailto:info@medoproductions.com).

## Modern Slavery & Anti-Bribery

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MEDO Productions is committed to the highest standards of ethical business conduct.

- We comply fully with the Modern Slavery Act 2015 and take active steps to ensure that slavery and human trafficking do not occur within our business or supply chain.
- We comply with the Bribery Act 2010 and maintain a zero-tolerance policy toward bribery, corruption, and anti-competitive conduct in all business dealings.

A copy of our Modern Slavery statement is available on request.

## Sub-contracting & Supply Chain

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MEDO Productions may engage suitably qualified freelance technicians, operators, and third-party equipment suppliers to assist with the delivery of services. This is standard practice across the professional AV and live events industry, particularly for larger or complex productions.

Regardless of any sub-contracting arrangement, MEDO Productions remains fully responsible to the client for the quality and performance of all services delivered. Clients contract with MEDO Productions only.

## Environmental Responsibility

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MEDO Productions is conscious of the environmental impact of live events and production. We actively seek to reduce waste, use energy-efficient equipment where practicable, and work with clients to minimise unnecessary travel, print, and resource use in event delivery.

## Governing Law

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All services provided by MEDO Productions are governed by the laws of England and Wales. Any disputes are subject to the exclusive jurisdiction of the English courts, following our structured escalation and dispute resolution process.

## Full Terms & Conditions

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MEDO Productions' full Terms & Conditions (v1.0) apply to all engagements and are provided as a PDF attachment with every quotation. They are available at any time upon request. By accepting a quotation or issuing a purchase order, clients confirm acceptance of those Terms.

To request a copy or for any supplier onboarding enquiries, please contact:

**MEDO Services Ltd (t/a MEDO Productions)**

128 City Road, London, EC1V 2NX

info@medoproductions.com

www.medoproductions.com

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